

MOSS ADAMS LLP

Certified Public Accountants • Business Consultants

WWW.MOSSADAMS.COM

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Stockton, CA 95209

T (209) 955-6100 F (209) 955-6199

Action. Agility. Answers.

REDACTED- FOR PUBLIC INSPECTION

June 27, 2015

Received & Inspected

JUL 01 2015

FCC Mail Room

VIA OVERNIGHT DELIVERY

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, S.W.
Washington, DC 20554

RE: **Confidential Financial Information Subject to Protective Order in WC Docket Nos. 14-58, 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission**

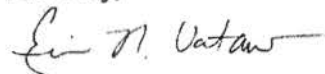
Dear Ms. Dortch:

Volcano Telephone Company ("Volcano"), a privately-held rate of return carrier receiving high cost support, has electronically submitted FCC Form 481 to the Commission with redacted financial data, in compliance with 47 C.F.R. §§ 54.313 and 54.422

As specified in the Protective Order issued on November 16, 2012 by the Commission, two copies of the redacted confidential information are being filed simultaneously with the non-redacted confidential information. The redacted information for this filing and each page of the file where confidential information has been omitted is marked "REDACTED - FOR PUBLIC INSPECTION"

Please feel free to contact me with any questions regarding this particular matter.

Sincerely,



Eric N. Votaw, Senior Manager for
Moss Adams LLP

Enclosures

cc Mr. Charles Tyler, FCC Telecommunications Access Policy Division

No. of Copies rec'd
List ABCDE

04

Praxity
MEMBER
GLOBAL ALLIANCE OF
INDEPENDENT FIRMS

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
OMB Control No. 3060-0886/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 542343

<015> Study Area Name VOLCANO TEL CO

<020> Program Year 2016

<030> Contact Name: Person USAC should contact with questions about this data Rick L. McCarley

<035> Contact Telephone Number: 2092961435 ext. Number of the person identified in data line <030>

<039> Contact Email Address: Email of the person identified in data line <030> rickm@volcanotel.com

Received & Inspected

JUL 01 2015

FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS

 54.313
Completion
Required

 54.422
Completion
Required

(check box when complete)

| | | | |
|--|---|-------------------------------------|-------------------------------------|
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200> Outage Reporting (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input checked="" type="checkbox"/> <-- check box if no outages to report | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice) 0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310> Detail on Attempts (voice) | (attach descriptive document) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) 0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330> Detail on Attempts (broadband) | (attach descriptive document) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed 85.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440> Fixed 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450> Mobile 0.0 | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> 542343ca510.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> 542343ca610.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if yes, complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> Voice Services Rate Comparability Certification | Yes <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> 542343ca1010.pdf | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | | |
|---|-----------------------------------|-------------------------------------|-------------------------------------|
| <2000> | (check to indicate certification) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005> | (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet | | | |
| <3000> | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

(100) Service Quality Improvement Reporting
Data Collection FormFCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |
| <110> | Has your company received its ETC certification from the FCC? | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/> |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

542343ca112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How much (USF) was used to improve service quality and how support was used to improve service quality
 <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
 <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

| |
|-----|
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |

Page 3

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rick@volcanotel.com |

[illegible]

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961439 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |

[illegible]

| | |
|---|--|
| (800) Operating Companies Data Collection Form | FCC Form 481 OMB Control No. 3060-0385/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | | |
|-------|---|--------------------------------|
| <010> | Study Area Code | 54243 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rick@volcanotel.com |
| <810> | Reporting Carrier | Volcano Telephone Company |
| <811> | Holding Company | Volcano Communications Company |
| <812> | Operating Company | Volcano Telephone Company |

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 542343
 <015> Study Area Name VOLCANO TEL CO
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Rick L. McCarley
 <035> Contact Telephone Number - Number of person identified in data line <030> 2092961435 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> rickm@volcanotel.com

<910> Tribal Land(s) on which ETC Serves

California Valley Miwok Tribe
 BIA Servicing Office: Central California Valley

<920> Tribal Government Engagement Obligation

542343ca920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
 <922> Feasibility and sustainability planning;
 <923> Marketing services in a culturally sensitive manner;
 <924> Compliance with Rights of way processes
 <925> Compliance with Land Use permitting requirements
 <926> Compliance with Facilities Siting rules
 <927> Compliance with Environmental Review processes
 <928> Compliance with Cultural Preservation review processes
 <929> Compliance with Tribal Business and Licensing requirements.

| Select Yes or No or Not Applicable |
|--|
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|---------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rick@volcanotel.com |

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

| | |
|---|--|
| (1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form | FCC Form 481 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|----------------------|
| <010> Study Area Code | 542343 |
| <015> Study Area Name | VOLCANO TEL CO |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |

542343ca1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.volcanocommunications.com/california-lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0585/OMB Control No. 3060-0818

July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | RICK L. MCCARTHY |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092982435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | RICK@VOLCANOTELE.COM |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)(i))
 <2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)(ii))
 <2011b> Attachment (47 CFR § 54.313(b)(1)(ii))

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Name of Attached Document(s) Listing Required Information

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

- <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))
 <2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))
 <2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))
 <2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))

| |
|--|
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Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

- <2016> Certification Support Used to Build Broadband

| |
|--|
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| |

Connect America Phase II Reporting (47 CFR § 54.313(e))

- <2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

| |
|--|
| |
|--|

- <2021> Interim Progress Community Anchor Institutions

| |
|--|
| |
|--|

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0086/OMB Control No. 3040-0039
July 2013

| | |
|---|---------------------|
| <010> Study Area Code | 542343 |
| <015> Study Area Name | VOICANO TEL CO |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | rick@voicanote1.com |

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, assuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

542343ca3010.pdf

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (Yes/No) ☐ Yes ☐ No

(3014) If yes, does your company file the RUS annual report (Yes/No) ☐ Yes ☐ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

542343ca3017.pdf

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited? (Yes/No) ☐ Yes ☐ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

(3023) Underlying information subjected to a review by an independent certified public accountant ☐

(3024) Underlying information subjected to an officer certification. ☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

LINE 3000 RATE OF RETURN DATA

REDACTED FOR PUBLIC INSPECTION

| | |
|---|--|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|----------------------|
| <010> Study Area Code | 542343 |
| <015> Study Area Name | VOLCANO TEL CO |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| | |
|---|--------------------------------|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: | |
| Signature of Authorized Officer: | Date |
| Printed name of Authorized Officer: | |
| Title or position of Authorized Officer: | |
| Telephone number of Authorized Officer: | |
| Study Area Code of Reporting Carrier: | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

| | |
|---|--|
| Certification - Agent / Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|----------------------|
| <010> Study Area Code | 542343 |
| <015> Study Area Name | VOLCANO TEL CO |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|---|--|
| I certify that (Name of Agent) <u>Moss Adams, LLP</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: | Moss Adams, LLP |
| Name of Reporting Carrier: | VOLCANO TEL CO |
| Signature of Authorized Officer: | CERTIFIED ONLINE Date: 06/29/2015 |
| Printed name of Authorized Officer: | Brenda Shepard |
| Title or position of Authorized Officer: | CFO |
| Telephone number of Authorized Officer: | 2092961447 ext. |
| Study Area Code of Reporting Carrier: | 542343 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: | VOLCANO TEL CO |
| Name of Authorized Agent or Employee of Agent: | Moss Adams, LLP |
| Signature of Authorized Agent or Employee of Agent: | CERTIFIED ONLINE Date: 06/29/2015 |
| Printed name of Authorized Agent or Employee of Agent: | Eric N. Votaw |
| Title or position of Authorized Agent or Employee of Agent: | Senior Manager |
| Telephone number of Authorized Agent or Employee of Agent: | 2099556116 ext. |
| Study Area Code of Reporting Carrier: | 542343 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

Attachments

LINE 100 INITIAL FIVE-YEAR SERVICE QUALITY IMPROVEMENT PLAN

REDACTED FOR PUBLIC INSPECTION

Response Line 510
Volcano Telephone Company
Study Area 542343

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Volcano Telephone Company ("ILEC") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. ILEC provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. ILEC also conducts subscriber outreach regarding CPNI by placing CPNI explanation onto its website at www.volcanocommunications.com which informs subscribers about CPNI rules and other applicable customer rights and obligations. In addition ILEC trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. ILEC keeps its tariffs available for public inspection at its business offices.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) ILEC is in compliance with applicable FCC Service Quality Standards and Consumer Protection Rules. ILEC trains staff on applicable rules for broadband services issues on an annual basis. In addition ILEC has placed on its website at www.volcanocommunications.com its network practices and policies regarding FCC's Net Neutrality Rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers Broadband service in NECA Tariff #5 to Internet Service Providers ("ISP"). The Tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. Public inspection of NECA Tariff #5 can be found on NECA's website. Retail DSL rates, terms, and conditions for retail services are provided by the ISP.

Response Line 610
Volcano Telephone Company
Study Area 542343

Functionality in Emergency Situations:

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) ILEC Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations. ILEC is prepared and capable of managing traffic spikes resulting from emergency situations and has sufficient switching capabilities to handle such situations.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power that is also used to provide service to the broadband network. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute broadband traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as multiple internet backbone providers to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations.

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date | 1/1/2015 |
| <702> | Single State-wide Residential Local Service Charge | |

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0586/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 542343
 <015> Study Area Name VOLCANO TEL CO
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Rick L. McCarley
 <035> Contact Telephone Number - Number of person identified in data line <030> 2092961435 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> rick@volcanotel.com

| <711> | | | | | | | | |
|-------|-----------------|------------------|----------------------|----------------------|---|---|----------------------|--|
| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
| State | Exchange (ILEC) | Residential Rate | State Regulated Fees | Total Rates and Fees | Broadband Service - Download Speed (Mbps) | Broadband Service - Upload Speed (Mbps) | Usage Allowance (GB) | Usage Allowance Action Taken When Limit Reached (select) |
| CA | Kirkwood | 29.95 | 0.0 | 29.95 | 1.0 | 0.512 | 999999.0 | Other, n/a |
| CA | Kirkwood | 39.95 | 0.0 | 39.95 | 3.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Kirkwood | 49.95 | 0.0 | 49.95 | 6.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Kirkwood | 59.95 | 0.0 | 59.95 | 12.0 | 1.0 | 999999.0 | Other, n/a |
| CA | Kirkwood | 69.95 | 0.0 | 69.95 | 20.0 | 2.0 | 999999.0 | Other, n/a |
| CA | Pioneer | 29.95 | 0.0 | 29.95 | 1.0 | 0.512 | 999999.0 | Other, n/a |
| CA | Pioneer | 39.95 | 0.0 | 39.95 | 3.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Pioneer | 49.95 | 0.0 | 49.95 | 6.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Pioneer | 59.95 | 0.0 | 59.95 | 12.0 | 1.0 | 999999.0 | Other, n/a |
| CA | Pioneer | 69.95 | 0.0 | 69.95 | 20.0 | 2.0 | 999999.0 | Other, n/a |
| CA | Volcano | 29.95 | 0.0 | 29.95 | 1.0 | 0.512 | 999999.0 | Other, n/a |
| CA | Volcano | 39.95 | 0.0 | 39.95 | 3.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Volcano | 49.95 | 0.0 | 49.95 | 6.0 | 0.768 | 999999.0 | Other, n/a |
| CA | Volcano | 59.95 | 0.0 | 59.95 | 12.0 | 1.0 | 999999.0 | Other, n/a |
| CA | Volcano | 69.95 | 0.0 | 69.95 | 20.0 | 2.0 | 999999.0 | Other, n/a |
| CA | West Point | 29.95 | 0.0 | 29.95 | 1.0 | 0.512 | 999999.0 | Other, n/a |
| CA | West Point | 39.95 | 0.0 | 39.95 | 3.0 | 0.768 | 999999.0 | Other, n/a |
| CA | West Point | 49.95 | 0.0 | 49.95 | 6.0 | 0.768 | 999999.0 | Other, n/a |
| CA | West Point | 59.95 | 0.0 | 59.95 | 12.0 | 1.0 | 999999.0 | Other, n/a |
| CA | West Point | 69.95 | 0.0 | 69.95 | 20.0 | 2.0 | 999999.0 | Other, n/a |

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|--------------------------------|
| <010> | Study Area Code | 542343 |
| <015> | Study Area Name | VOLCANO TEL CO |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Rick L. McCarley |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2092961435 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rickm@volcanotel.com |
| <810> | Reporting Carrier | Volcano Telephone Company |
| <811> | Holding Company | Volcano Communications Company |
| <812> | Operating Company | Volcano Telephone Company |

[illegible]

Response to Line 920
Volcano Telephone Company
Study Area 542343

Tribal Engagement

Volcano Telephone Company believes that it has a requirement to engage with the California Valley Miwok Tribe. The California Valley Miwok Tribe is listed as a recognized tribe in the Federal Register published January 29, 2014. However, after reviewing several websites claiming to be the official representatives of the tribe and conflicting statements by tribal members (as noted in FCC Form 481 filed 2014) further contact will be directed to the BIA Pacific Regional Office.

California Valley Miwok Tribe
CONTACT BIA PACIFIC REGIONAL OFFICE
FOR FURTHER INFORMATION

Phone No: Fax No:

E-mail address: Not Available

Website: Not Available

Package Delivery Address:

Not Available

BIA Servicing Office: Central California Agency

Response to Line 1010
Volcano Telephone Company
Study Area 542343

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Volcano Telephone Company ("Volcano") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$47.48 as specified in Public Notice DA 15-470 issued on April 16, 2015. Volcano's current total local end-user rate¹ of \$21.13 (which includes a local fee of \$20.25, mandated state fees of \$.88) is not above the standard deviation as specified in the USF/ICC Transformation Order.²

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

² USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

IMPORTANT NOTICE FROM VOLCANO TELEPHONE COMPANY REGARDING THE CALIFORNIA LIFELINE TELEPHONE PROGRAM 2015-2016 ELIGIBILITY REQUIREMENTS

Beginning July 1, 2009, new applications for the California LifeLine Telephone Program must be approved before the California LifeLine discounts are received. If you enroll in California LifeLine, you will pay the regular rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges, service conversions, and deposits for basic phone service. Once approved, you will receive a bill credit with the California LifeLine discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a credit balance of \$10.00 or more, you may request a refund check from Volcano Telephone.

California LifeLine Telephone Program (also known as "California LifeLine" or Universal LifeLine Telephone Service, "ULTS") provides discounted basic residential telephone service to eligible households. California LifeLine is a discount program of the California Public Utilities Commission (CPUC). If your household qualifies for California LifeLine you are entitled to the following:

| Service | Description | Rate |
|---|---|---|
| Flat-Rate Local Telephone Service | Unlimited local calls. | Monthly: the lower of \$6.11* or 1/2 of utility's rate for residential flat-rate local telephone service |
| Service Connection and Service Conversion | For initiation of telephone service, or change of class/type/grade of service | Non-recurring: the lower of \$10 or 1/2 of utility's connection/ conversion charge for residential telephone service. |
| Toll Blocking or Toll Restriction | Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling. | \$0 |
| Deposit | | \$0 for local telephone service |

* Rates are lower for service in federally recognized tribal lands (\$1 per month), and are higher for extended-area service when services are offered by the local telephone companies. (209-293: \$6.59)

You may also qualify for a 2nd California LifeLine telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. Documentation is needed to justify the 2nd California LifeLine telephone line.

You may qualify for California LifeLine under either Method 1 Program-Based **OR** Method 2 Income-Based.

Method 1 Program-Based: you qualify for California LifeLine if you or another person in your household is enrolled in any **one** of the following public-assistance programs:

| | |
|---|--|
| Medicaid/Medi-Cal | Low Income Home Energy Assistance Program (LIHEAP) |
| Supplemental Security Income (SSI) | Federal Public Housing Assistance or Section 8 |
| Supplemental Nutrition Assistance Program (SNAP) | Temporary Assistance for Needy Families (TANF) |
| Healthy Families Category A | National School Lunch's FREE Lunch Program (NSL) |
| Tribal TANF | Bureau of Indian Affairs General Assistance |
| Women, Infants and Children Program (WIC) | Head Start Income Eligible (Tribal Only) |
| California Work Opportunity and Responsibility to Kids (CalWORKs) | Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs) |
| Welfare-to-Work (WTW) | Greater Avenues for Independence (GAIN) |

Method 2 Income-Based: you qualify for California LifeLine if your total household income is at or less than the California LifeLine income maximums:

| Household Size | Maximum California LifeLine Yearly Income (6/01/15 through 5/31/16) |
|----------------|---|
| 1-2 Members | \$25,700 |
| 3 Members | \$29,900 |
| 4 Members | \$36,200 |
| | For each additional member, add \$6,300 to \$36,200 |

Household income is defined as all money received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, alimony and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

Income documentation is required. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation and/or workmen's compensation
- Alimony and/or child support documents
- Other official document

NEW CALIFORNIA LIFELINE CUSTOMERS: If you think you qualify for California LifeLine, please contact Volcano Telephone at 209-296-7502 or 1-888-886-5226. Volcano Telephone will contact the California LifeLine Administrator to begin the enrollment process for you. An application form with a PIN will be mailed to you in a **PINK** envelope. The application form and any required documents must be completed and returned to the California LifeLine Administrator by the due date. **DO NOT** return the form or any documents to Volcano Telephone. You may choose to apply online at www.californialifeline.com using your PIN or to send your application response by mail. Your application must be approved before you receive the California LifeLine discounts. You will be billed our regular residential rates until you are approved. As soon as the Administrator notifies Volcano Telephone that you have been approved, we will credit your account for the difference between the regular rates and California LifeLine discounted rates for basic service. If the credit results in your next bill having a credit balance of \$10.00 or more, you may request a refund by check from Volcano Telephone.

EXISTING CALIFORNIA LIFELINE CUSTOMERS: If you are an existing California LifeLine customer, you will need to renew your participation annually. You may choose to continue your California LifeLine enrollment under Method 1 Program-Based or Method 2 Income-Based eligibility. About two months prior to your renewal anniversary, a renewal form in a **PINK** envelope will be mailed to you directly from the Administrator, not from Volcano Telephone. You can renew online at www.californialifeline.com using your PIN or complete, sign, and return the form and any required documents to the Administrator by the due date. If you have questions about your next renewal, call the Administrator toll-free at 1-877-858-7463 or TTY 1-888-858-7889 from 7:00 AM to 7:00 PM on regular business days. For more information, you may also visit www.californialifeline.com.

Eligibility Audit: The Administrator may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from California LifeLine and billed for previous California LifeLine discounts that you should not have received.

Response to Line 3010
Volcano Telephone Company
Study Area 542343

Milestone Certification

Pursuant to 47 C.F.R. § 54.202(a) Volcano Telephone Company ("Volcano") provides this certification that it is taking reasonable steps to provide upon reasonable request broadband speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to offerings in urban areas as determined in an annual survey as specified in Public Notice DA 15-470, and that requests for such service are met within a reasonable amount of time. Details for how Volcano is meeting its obligations for meeting its goals and required obligations are specified within the FCC Form 481 annual filing.

LINE 3005 RATE OF RETURN DATA

REDACTED FOR PUBLIC INSPECTION